

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Spring Works

Utah Manufacturing Extension Partnership

Spring Works Achieves ISO 9001:2000 Certification

Client Profile:

Spring Works was established in 1980 to manufacture commercial spring and wire form products, with a division selling and stocking automobile suspensions. In 1995, Spring Works hired a new general manager with over 30 years experience in the field. He brought with him a higher standard for performance, service, and quality control. With a new vision and direction in mind, Spring Works decided to focus on the spring line products and closed the stock-line automobile suspension division. Since that time, Spring Works' customer base has increased dramatically, making it the leading supplier of spring components to manufacturers throughout the Inter-mountain area. The company is located in Woods Cross, Utah and employs 14 people.

Situation:

One of Spring Works' major automotive customers recently required its suppliers to become ISO registered within a short period of time. Without this registration, the automotive air bag manufacturer indicated, it would be forced by its customers to change suppliers and obtain springs from an ISO registered spring manufacturer. Unwilling to surrender this business, Spring Works contacted the Utah Manufacturing Extension Partnership (Utah MEP), a NIST MEP network affiliate, for assistance.

Solution:

Utah MEP helped Spring Works prepare for registration to the ISO 9001:2000 standard. First, the company needed to develop a quality manual, quality policy, and four measurable quality objectives, which it did with guidance from Utah MEP. With these key elements in place, Spring Works was able to create all the required processes and forms necessary to comply with the ISO 9001:2000 standard. Utah MEP focused Spring Works' efforts so that it could quickly proceed through the process of creating and implementing an ISO-compliant quality management system. Utah MEP created forms and policies that otherwise would not have been as complete or efficient if Spring Works had created them by itself.

Spring Works achieved ISO 9001:2000 registration with only a few minor findings during the initial Orion registration audit. Utah MEP helped Spring Works correct the audit findings, and the company is now ISO certified.

Results:

- * Achieved ISO 9001:2000 registration.
- * Retained 100 percent of business, equivalent to \$125,000 per year, from major client.
- * Saved costs and man hours for production that would have otherwise been dedicated to ISO implementation projects.
- * Expanded competitive position in the market.

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Testimonial:

"We approached the task of receiving ISO certification with some sense of intimidation. Since we are a smaller company, the key people have many responsibilities, which accounts for limited amounts of time. But with the help of the Utah Manufacturing Extension Partnership...the process worked in a quick and efficient manner."

Ron Mungeon, President